Appendix A

2002 Columbus Citizen Satisfaction Survey Questionnaire

>S1<
We want to make sure we speak with people all across the city.
What is your zip code?

       ENTER 5 DIGIT ZIP CODE <43000-44999>

       <88888> REFUSED
       <99999> DON'T KNOW

>G1<
First, what do you like best about living in Columbus?

       <1> ENTER COMMENTS
       <2> NO COMMENTS

       <8> REFUSED (VOLUNTEERED)
       <9> DON'T KNOW (VOLUNTEERED)

>G2<
What would you say is the most important challenge facing the City of Columbus today?

       <1> ENTER COMMENTS
       <2> NO COMMENTS

       <8> REFUSED (VOLUNTEERED)
       <9> DON'T KNOW (VOLUNTEERED)

(The order of the services in this question was rotated across respondents.)
>G3a<
On a scale from 1 to 10 with 1 meaning "very poor quality" and 10 meaning "very high quality,"
how would you rate the quality of the following services in the City of Columbus? Remember,
you may use 1, 10, or any number in between.

First, how would you rate the quality of ...

a. Fire services   @a
b. Emergency medical services, sometimes called paramedic services   @b
c. Police services   @c

d. The parks in your neighborhood   @d
e. The city parks, in general   @e
f. The city's recreational programs   @f

g. Weekly garbage collection   @g
h. Bulk trash collection   @h
i. Yard waste collection   @i
j. Collection of recyclables, which includes cans, paper, and bottles   @j

k. The condition of streets and roads in your neighborhood   @k
l. The condition of streets and roads in the greater Columbus area.   @l
m. The cleanliness of roads and streets   @m
n. Street lighting   @n

o. Snow removal   @o
p. Drinking water   @p
q. Sewers and drainage   @q

>G4<
Using the same scale where 1 means "very poor quality" and 10 means "very high quality," how would you rate the overall quality of life in the City of Columbus?

        Quality <1-10>

        <88> REFUSED
        <99> DON'T KNOW

>DPerf1<
Using the same scale where 1 means "very poor quality" and 10 means "very high quality," how would you rate the overall quality of life in your neighborhood?

        Quality <1-10>

        <88> REFUSED
        <99> DON'T KNOW

>G7<
All organizations can take steps to do a better job. Based on your personal experience either interacting directly with City personnel or watching a City service being performed, what do you think the City could do in order to do a better job?

        <1> ENTER COMMENTS
        <2> NO COMMENTS

        <8> DON'T KNOW
        <9> REFUSED

>G8<
All organizations waste money. Some organizations waste more than others. Please give me an example of how you think the City of Columbus is wasting money.

        <1> ENTER COMMENTS
        <2> NO COMMENTS

        <8> DON'T KNOW
        <9> REFUSED

>G9<
On average, when you have contacted the City of Columbus about a problem you would like resolved or an issue you would like to discuss, how long was it before you were able to speak with someone directly?   Was it. . .

        <1> The same day you called,
        <2> Within one or two days of when you called,
        <3> More than a couple of days, but within a week,
        <4> Within a week or two, or
        <5> More than two weeks?

        <6> HAVE NOT CONTACTED THE CITY (VOLUNTEERED)

        <8> REFUSED
        <9> DON'T KNOW

>T5<
The City of Columbus is developing a system so that residents can call one number to discuss any non-emergency issue they need to resolve with the City. Callers will talk to a live person and be referred directly to where they need to go. Would you prefer to call this number, or would you prefer to call city departments directly?

         <1> ONE NUMBER
         <2> CONTACT DIRECTLY

         <8> REFUSED
         <9> DON'T KNOW

>T1<
My next few questions are about Internet use. Do you have access to the Internet from . . . .

INTERVIEWER: USE 1 FOR YES, 2 FOR NO, 8 FOR REFUSED, AND 9 FOR DK

         a. home?   @a
         b. work?   @b
         c. a library?   @c
         d. Somewhere else? (SPECIFY)   @d

>T2<
Have you ever visited the City of Columbus website or the website of any of its departments?

         <1> Yes
         <2> No   [goto UPerf]

         <8> REFUSED   [goto UPerf]
         <9> DON'T KNOW   [goto UPerf]

>T3<
When you visited one of the City of Columbus websites, did you ...

INTERVIEWER: USE 1 FOR YES, 2 FOR NO, 8 FOR REFUSED, AND 9 FOR DK

         a. search for information?   @a
         b. download a form or application?   @b
         c. register for a program on-line?   @c
         d. Something else? (SPECIFY)   @d

>T4<
Compared to other websites you have used, did you find the Columbus website ...

        <1> much easier to use,
        <2> slightly easier to use,
        <3> about average,
        <4> slightly harder to use, or
        <5> much harder to use?

        <8> REFUSED
        <9> DON'T KNOW

>UPerf<
The City of Columbus is working to install lighting on all streets and roads through out
the city. How much safer do you think this lighting makes streets for pedestrians and
motorists? Would you say ...

        <1> much safer
        <2> somewhat safer,
        <3> slightly safer, or
        <4> not any safer?

        <8> REFUSED
        <9> DON'T KNOW

>U8<
Does the street in front of your residence have streetlights?

        <1> YES   [goto U1]
        <2> NO

        <8> REFUSED   [goto U1]
        <9> DON'T KNOW   [goto U1]

>U9<
Do you want streetlights in front of your residence?

        <1> YES
        <2> NO   [goto U1]

        <8> REFUSED   [goto U1]
        <9> DON'T KNOW [goto U1]

>U10<
Would you be willing to pay a fee to have streetlights installed?

>   <1> YES
>   <2> NO

>   <8> REFUSED
>   <9> DON'T KNOW

>U1<
Now I'm going to ask you about flooding in your neighborhood. Which of the following
statements best describes flooding in your neighborhood?

<1> My neighborhood never floods. Or...   [goto PR9]

<2> My neighborhood only has flooding during major rainstorms about once or twice a
year. Or...

<3> My neighborhood has flooding problems regularly when it rains. Or...

<4> My neighborhood floods every time it rains.

<8> REFUSED   [goto PR9]
<9> DON'T KNOW   [goto PR9]

>U2<
On a scale of 1 to 5, with 1 meaning "not very serious" and 5 meaning "very serious,"
how serious would you say that this flooding problem is?

>   <1> NOT VERY SERIOUS
>   <2>
>   <3>
>   <4>
>   <5> VERY SERIOUS

>   <8> REFUSED
>   <9> DON'T KNOW

>U3<
Did you report this problem to the city?

>   <1> YES
>   <2> NO   [goto PR9]

>   <8> REFUSED   [goto PR9]
>   <9> DON'T KNOW   [goto PR9]

>U4<
Was this problem resolved to your satisfaction?

>   <1> YES
>   <2> NO

>   <8> REFUSED
>   <9> DON'T KNOW

>PR9<
When you go to a park, which park do you use most often?

>   <1> ENTER COMMENTS
>   <2> NO COMMENTS

>   <7> DON'T GO TO PARKS [goto PR11]

>   <8> REFUSED
>   <9> DON'T KNOW

>PR10<
In general, how would you describe the conditions of the Columbus parks that you have
been in? Would you say they were . . .

>   <1> Very good,
>   <2> Good,
>   <3> Fair,
>   <4> Poor, or
>   <5> Very poor?

>   <7> DON'T GO (VOLUNTEERED)
>   <8> REFUSED
>   <9> DON'T KNOW

>PR11<
The City of Columbus offers a variety of recreation programs. I'm going to read you a
list of these programs. For each one, please tell me whether you or anyone in your
household has participated in that City recreation program in the past 12 months.

INTERVIEWER: USE 1 FOR YES, 2 FOR NO, 8 FOR REFUSED, AND 9 FOR DK

       a. Arts and Crafts   @a
       b. Youth Sports   @b
       c. Adult Sports   @c
       d. Aquatics or swimming   @d
       e. Outdoor Education   @e
       f. Senior Adult Programs   @f
       g. Golf   @g

(PR12 only asks about programs that were participated in from PR11.)
>PR12<On a scale of 1 to 10 with 1 meaning "very poor quality",
and 10 meaning "very high quality," how would you rate the quality of the program?
Remember, you may use 1, 10, or any number in between.

INTERVIEWER: ENTER 1-10, 88 FOR REFUSED, OR 99 FOR DK

       a. Arts and Crafts   @a
       b. Youth Sports   @b
       c. Adult Sports   @c
       d. Aquatics or swimming   @d
       e. Outdoor Education   @e
       f. Senior Adult Programs   @f
       g. Golf   @g

>PR13<
Would you support or oppose a small property tax increase that would be used for a
higher level of maintenance and operations for City of Columbus parks, trails, recreation
facilities, and programs?

       <1> SUPPORT
       <2> OPPOSE

       <7> DEPENDS (VOLUNTEERED)
       <8> REFUSED
       <9> DON'T KNOW

Now I'm going to ask you about health issues.

(The order the health issues was rotated across respondents.)
>H1alta<
Which of the following do you think is the most important health issue facing Columbus?

INTERVIEWER: READ LIST:

        <1> Obesity
        <2> Access to health care
        <3> Infectious diseases such as tuberculosis and West Nile virus,
        <4> Bioterrorism
        <5> Children's health
        <6> Exposure to second-hand smoke
        <7> Something else?

        <8> REFUSED (Volunteered)
        <9> DON'T KNOW (Volunteered)

>HPerf<
There are many different threats to our health today, both public and private. How would you rate the Columbus Health Department on the job they are doing of protecting Columbus citizens from public health threats? Would you say their performance has been. . .

        <1> excellent,
        <2> good,
        <3> fair, or
        <4> poor?

        <8> REFUSED
        <9> DON'T KNOW

>H2<
About how many miles from your home is the place that you go for your primary health care?

        ENTER MILES FROM 0.0 TO 100.0 <0.0-100.0>

        <777> DON'T NEED/DON'T GO ANYWHERE
        <888> REFUSED
        <999> DON'T KNOW

>E1<
Columbus has developed an after-school program for children called Cap City Kids.
Have you heard of this program?

        <1> YES
        <2> NO

        <8> REFUSED
        <9> DON'T KNOW

>E2<
There are 16 different school districts in the City of Columbus including Columbus
Public Schools. Which of the following activities, if any, do you think the city should do
to help its children receive a good education? Should the city ...

INTERVIEWER: READ LIST

        <1> Coordinate with the 16 school districts in Columbus, or
        <2> Set standards for after school programs offered by schools, or
        <3> Provide after school programs for children, or
        <4> Should the City of Columbus have no role in education?

        <8> REFUSED
        <9> DON'T KNOW

>Dem1a<
Do you live in a...

        <1> Single-family home,
        <2> Duplex,
        <3> Condominium,
        <4> Apartment, or
        <5> Mobile home?

        <8> REFUSED
        <9> DON'T KNOW

>Dem2a<
Do you own or rent your home?

        <1> OWN   [goto D5]
        <2> RENT   [goto D1]
        <3> OTHER (SPECIFY)   [goto D7]

        <8> REFUSED   [goto D7]
        <9> DON'T KNOW   [goto D7]

>D1<
Do you plan to purchase a home in the next 2 to 3 years?

        <1> YES
        <2> NO   [goto D3]

        <8> REFUSED   [goto D3]
        <9> DON'T KNOW   [goto D3]

>D2<
How likely are you to buy a home that is <u>outside</u> the city of Columbus, for example, in the suburbs or somewhere else? Would you say...

        <1> Very likely,   [goto D5]
        <2> somewhat likely,   [goto D5]
        <3> somewhat unlikely, or [goto D5]
        <4> very unlikely?   [goto D5]

        <8> REFUSED   [goto D5]
        <9> DON'T KNOW   [goto D5]

>D3<
How interested are you in owning a home some day? Would you say ...

        <1> very interested,
        <2> somewhat interested,
        <3> only slightly interested, or [goto D5]
        <4> not at all interested?   [goto D5]

        <8> REFUSED   [goto D5]
        <9> DON'T KNOW   [goto D5]

>D4<
What is the biggest obstacle for you to be able to buy a home?

       <1> COMMENTS

       <8>REFUSED
       <9>DON'T KNOW

>D5<
Columbus has joined with Franklin County to create a Housing Trust Fund that will help provide quality affordable housing and rebuild neighborhoods in Columbus. The city is also establishing a residential tax incentive program in certain neighborhoods where those who build new homes or rehabilitate existing homes may be eligible for a 5-year property tax exemption as an incentive for homebuyers and builders.

Are you aware of these programs?

       <1> YES
       <2> ONLY AWARE OF ONE PROGRAM (VOLUNTEERED)
       <3> NO, NOT AWARE   [goto D7]

       <8> REFUSED
       <9> DON'T KNOW

>D6<
Do you support or oppose these programs?

       <1> SUPPORT
       <2> SUPPORT ONE, NOT BOTH (VOLUNTEERED)
       <3> OPPOSE

       <8> REFUSED
       <9> DON'T KNOW

>D7<
Have you heard of a city effort called Neighborhood Pride?

       <1> YES
       <2> NO   [goto D9]

       <8> REFUSED   [goto D9]
       <9> DON'T KNOW   [goto D9]

>D8<
What, specifically, do you know about the program?

       <1> COMMENTS

       <8> REFUSED
       <9> DON'T KNOW

>D9<
In some neighborhoods the City of Columbus has established Pride Centers to improve residents access to city departments. If a Pride Center were located in your neighborhood, what services would you want in it?

INTERVIEWER: READ THE LIST
       1) Organize clean-ups
       2) Apply for/obtain building permits
       3) To ask questions about code enforcement
       4) General complaints or questions about city services
       5) Interacting with Police and Fire officials
       96) OTHER (specify)
       97) None/Not needed
       98) DON'T KNOW/REFUSED

>Dperf2a<
Now I would like you to think about the buildings in your neighborhood. Some buildings are well maintained and others are not. How would you rate the overall appearance of <u>commercial</u> buildings in your neighborhood?

Would you say...

       <1> excellent,
       <2> good,
       <3> fair, or
       <4> poor?

       <8> REFUSED
       <9> DON'T KNOW

>Dperf2b<
How would you rate the overall appearance of <u>residential</u> buildings in your neighborhoods? Would you say ...

        <1> excellent,
        <2> good,
        <3> fair, or
        <4> poor?

        <8> REFUSED
        <9> DON'T KNOW

>D10<
These next questions are about some problems that may or may not exist in your neighborhood.

Have you had any problems in your neighborhood with ...

INTERVIEWER: 1 FOR "YES", 2 FOR "NO", 8 FOR "REFUSED" AND 9 FOR "DK"

Abandoned cars,	@a
Speeding,	@b
Run-down buildings,	@c
Vacant housing and commercial buildings	@d
Overgrown weeds,	@e
Spilled trash or garbage,	@f
Graffiti	@g

(Asked only of those who said "yes" to any of the above.)
>D12<
Did you report these problems to the City of Columbus?

        <1> YES, ALL PROBLEMS WERE REPORTED
        <2> YES, SOME PROBLEMS WERE REPORTED
        <3> NO   [goto D11]

        <8> REFUSED   [goto D11]
        <9> DON'T KNOW   [goto D11]

>D13<
In general, were these problems handled satisfactorily by the City of Columbus?

       <1> Yes, all problems were handled satisfactorily
       <2> Yes, some problems were handled satisfactorily
       <3> No, the problems were not handled satisfactorily
       <4> I was not informed about how the problem was handled

       <8> REFUSED
       <9> DON'T KNOW

>D11<
Which of the following problems, if any, is the most serious for your neighborhood?

INTERVIEWER: READ THE LIST

       <1> Abandoned cars,
       <2> Speeding,
       <3> Run-down buildings,
       <4> Vacant housing and commercial buildings
       <5> Overgrown weeds,
       <6> Spilled trash or garbage, or
       <7> Graffiti

       <8> NONE
       <9> REFUSED/DON'T KNOW

>D14<
Recently the city of Columbus began a program in which Neighborhood Liaisons work at the neighborhood level throughout the City. Citizens can bring issues and problems to the Liaisons and then the Liaisons put the citizens in contact with the right City Departments to address the problem or issue. Are you aware of this program?

       <1> YES
       <2> NO

       <8> REFUSED
       <9> DON'T KNOW

>D15<
Would you contact a Neighborhood Liaison with a problem or issue if you knew how to
reach them?

        <1> YES   [goto D17]
        <2> NO

        <8> REFUSED   [goto D17]
        <9> DON'T KNOW [goto D17]

>D16<
Why wouldn't you contact a Neighborhood Liaison with a problem or issue if you knew
how to reach them?

        <1> COMMENTS
        <2> NO COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>D17<
How effective is your community or civic organization in keeping you informed about
neighborhood and city issues.

        <1> Not effective at all
        <2> Moderately effective, or
        <3> Very effective?

        <8> REFUSED
        <9> DON'T KNOW

>D18<
Some people are concerned that downtown Columbus needs more development, while
others don't see this as a priority for the city. How important do you think downtown
development is for the future of Columbus? Would you say it is . . .

        <1> Very important
        <2> Somewhat important,
        <3> Only a little important, or
        <4> Not at all important?   [goto D20]

        <8> REFUSED   [goto D20]
        <9> DON'T KNOW   [goto D20]

>D19<
What do you think is the most important problem to deal with in developing downtown
Columbus?

       <1> ENTER COMMENTS
       <2> NO COMMENTS

       <8> REFUSED
       <9> DON'T KNOW

>D20<
In the past 12 months, about how many times have you visited downtown for
entertainment or recreation, for example to attend a concert, festival or some other
activity?

       # of times <0-50>

       <88> REFUSED
       <99> DON'T KNOW

>crc1<
It is illegal to discriminate against individuals in housing, employment, or public services
because of race, color, religion, national origin, ancestry, sex or sexual orientation.

Have you or has anyone in your household experienced discrimination in housing,
employment, or public services in Columbus?

       <1> YES
       <2> NO   [goto Safe1]

       <8> REFUSED   [goto Safe1]
       <9> DON'T KNOW   [goto Safe1]

>crc2<
Did you report this discrimination to the city?

       <1> YES
       <2> NO

       <8> REFUSED
       <9> DON'T KNOW

>Safe1<
Now I'd like to ask you a few questions about safety.

What, if anything, is your main safety concern as a resident of Columbus?

>   <1> COMMENTS
>   <2> NO COMMENTS

>   <8> REFUSED
>   <9> DON'T KNOW

>Safe2<
How much do you think individual citizens have to work with the police to prevent crime
in Columbus?   Would you say...

>   <1> a great deal,
>   <2> some,
>   <3> only a little, or
>   <4> none?

>   <8> REFUSED
>   <9> DON'T KNOW

>Safe3<
On a scale of 1 to 5, with 1 being "very unsafe" and 5 being "very safe," how safe would
you feel walking alone during the day in your neighborhood?

IF RESPONDENT DOES NOT GO OUT, PROBE:
"If you did go out, how safe would you feel walking alone during the day in your
neighborhood?"

>   <1> VERY UNSAFE
>   <2>
>   <3>
>   <4>
>   <5> VERY SAFE

>   <7> DON'T GO OUT (VOLUNTEERED)
>   <8> REFUSED (VOLUNTEERED)
>   <9> DON'T KNOW (VOLUNTEERED)

>Safe4<
Using the same scale, how safe would you feel during the day walking in downtown
Columbus?

IF RESPONDENT DOES NOT GO DOWNTOWN, PROBE:
"If you did, how safe would you feel during the day walking in downtown Columbus?"

       <1> VERY UNSAFE
       <2>
       <3>
       <4>
       <5> VERY SAFE

       <7> DON'T GO DOWNTOWN (VOLUNTEERED)
       <8> REFUSED (VOLUNTEERED)
       <9> DON'T KNOW (VOLUNTEERED)

>Safe5<
Using the same scale, how safe would you feel walking alone after dark in your
neighborhood?

IF RESPONDENT DOES NOT GO OUT, PROBE:
"If you did go out, how safe would you feel walking alone after dark in your
neighborhood?"

       <1> VERY UNSAFE
       <2>
       <3>
       <4>
       <5> VERY SAFE

       <7> DON'T GO OUT (VOLUNTEERED)
       <8> REFUSED (VOLUNTEERED)
       <9> DON'T KNOW (VOLUNTEERED)

>Safe6<
Using the same scale, how safe would you feel walking after dark in downtown
Columbus?

IF RESPONDENT DOES NOT GO DOWNTOWN, PROBE:
"If you did, how safe would you feel walking after dark in downtown Columbus?"

        <1> VERY UNSAFE
        <2>
        <3>
        <4>
        <5> VERY SAFE

        <7> DON'T GO DOWNTOWN (VOLUNTEERED)
        <8> REFUSED (VOLUNTEERED)
        <9> DON'T KNOW (VOLUNTEERED)

>Safe7<
Now I'm going to ask you about some city safety services you may have used in the past
12 months.

First, in the past 12 months, have you or has anyone in your household been the victim of
a crime in Columbus?

        <1> YES
        <2> NO   [goto Safe11]

        <8> REFUSED   [goto Safe11]
        <9> DON'T KNOW   [goto Safe11]

>Safe8<
Did you report (this crime/these crimes) to the Columbus Division of Police?

        <1> YES
        <2> NO   [goto Safe11]

        <8> REFUSED   [goto Safe11]
        <9> DON'T KNOW   [goto Safe11]

>Safe9<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how
satisfied are you with the timeliness of the Division of Police in responding to requests
for assistance?

       <1> NOT SATISFIED
       <2>
       <3>
       <4>
       <5> VERY SATISFIED

       <8> REFUSED
       <9> DON'T KNOW

>Safe10<
Using the same scale, of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied,"
how satisfied are you with the courtesy of the Division of Police in responding to
requests for assistance?

       <1> NOT SATISFIED
       <2>
       <3>
       <4>
       <5> VERY SATISFIED

       <8> REFUSED
       <9> DON'T KNOW

>Safe11<
In the past 12 months, have you or has anyone in your household requested emergency
medical assistance from the Columbus Division of Fire, sometimes called the
paramedics?

       <1> YES
       <2> NO   [goto Safe13]

       <8> REFUSED   [goto Safe13]
       <9> DON'T KNOW   [goto Safe13]

>Safe12<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how satisfied are you with the timeliness of the Division of Fire in responding to requests for emergency medical assistance?

        <1> NOT SATISFIED
        <2>
        <3>
        <4>
        <5> VERY SATISFIED

        <8> REFUSED
        <9> DON'T KNOW

>Safe13<
In the past 12 months, have you or has anyone in your household requested assistance from the Columbus Division of Fire?

        <1> YES
        <2> NO   [goto Safe15]

        <8> REFUSED   [goto Safe15]
        <9> DON'T KNOW   [goto Safe15]

>Safe14<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how satisfied are you with the timeliness of the Division of Fire in responding to requests for assistance?

        <1> NOT SATISFIED
        <2>
        <3>
        <4>
        <5> VERY SATISFIED

        <8> REFUSED
        <9> DON'T KNOW

>Safe15<
In the past 12 months, have you or has any member of your household been stopped by
the Columbus police?

        <1> YES
        <2> NO   [goto PS1]

        <8> REFUSED   [goto PS1]
        <9> DON'T KNOW   [goto PS1]

>Safe16<
And was that person treated with fairness and courtesy?

        <1> YES   [goto PS1]
        <2> NO

        <8> REFUSED   [goto PS1]
        <9> DON'T KNOW   [goto PS1]

>Safe17<
Briefly, could you tell me about that: that is, how were you or that person treated unfairly
or with a lack of courtesy?

        <1> ENTER COMMENTS
        <2> NO COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>PS1<
Now I have some questions about traffic in Columbus. When you compare Columbus to
what you know about other cities of a similar size, would you say that the condition of
streets and roads in Columbus is better than, about the same as, or worse than other
cities?

      <1> BETTER
      <2> ABOUT THE SAME
      <3> WORSE

      <8> REFUSED
      <9> DON'T KNOW

>PS2<
There's a lot of construction in Columbus that slows down traffic, but we'd like to know
how you would rate the flow of traffic in other areas. Thinking just of those areas where
there is no construction, how would you rate your ability to get from one place to another
in Columbus without undue delay or congestion? Would you say it was . . .

    <1> Good,
    <2> Fair, or
    <3> Poor?

    <8> REFUSED
    <9> DON'T KNOW

>PS3<
Which of the following is where you encounter the most congestion or delays?

    <1> Your neighborhood,
    <2> Downtown,
    <3> I-670,
    <4> I-270,
    <5> I-71,
    <6> I-70, or
    <7> Route 315?

    <8> REFUSED
    <9> DON'T KNOW

>PS4<
In a typical week, about how many miles do you drive in the city of Columbus?

    <0> NONE
    <1-5555> MILES

    <8888> REFUSED
    <9999> DON'T KNOW

>PS5<
On a scale of 1 to 10 with 1 meaning "very poor quality," and 10 meaning "very high quality," how would you rate the cleanliness of the following roadways in the City of Columbus? Remember, you may use 1, 10, or any number in between.

INTERVIEWER: ENTER 1 TO 10, OR 88 FOR REFUSED, OR 99 FOR DK

a) Your neighborhood   @a
b) Downtown   @b
c) The freeways and expressways   @c

>PS6<
On a scale of 1 to 10 with 1 meaning "very poor quality," and 10 meaning "very high quality," how would you rate the quality of snow removal on the following roadways in the City of Columbus?
Remember, you may use 1, 10, or any number in between.

INTERVIEWER: ENTER 1 TO 10, OR 88 FOR REFUSED, OR 99 FOR DK

a) Your neighborhood   @a
b) Downtown   @b
c) The freeways and expressways   @c

>PS7<
Now, turning to a new subject, the city offers its residents a voluntary recycling program. Those who desire to participate in the voluntary program pay a monthly fee to Rumpke, a private company, to collect their recyclables. Are you aware of this program?

    <1> YES
    <2> NO   [goto PS10]

    <8> REFUSED   [goto PS10]
    <9> DON'T KNOW   [goto PS10]

>PS8<
And, have you participated in this program in the past 12 months?

    <1> YES   [goto PS10]
    <2> NO

    <8> REFUSED   [goto PS10]
    <9> DON'T KNOW   [goto PS10]

>PS9<
Can you tell me why you haven't participated in the program in the last 12 months?

      <1> ENTER COMMENTS
      <2> NO COMMENTS

      <8> REFUSED
      <9> DON'T KNOW

>PS10<
Now, I have several questions concerning trash and garbage pick up. On a scale of 1 to 5,
with 1 being "not satisfied" and 5 being "very satisfied," overall how satisfied are you
with the trash collection in your neighborhood?

      <1> NOT SATISFIED
      <2>
      <3>
      <4>
      <5> VERY SATISFIED

      <8> REFUSED
      <9> DON'T KNOW

>PS11<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," overall how
satisfied are you with the timeliness of the trash collection in your neighborhood?

      <1> NOT SATISFIED
      <2>
      <3>
      <4>
      <5> VERY SATISFIED

      <8> REFUSED
      <9> DON'T KNOW

>PS12<
Have you ever called the city about a problem with your trash collection?

      <1> YES
      <2> NO   [goto comment]

      <8> REFUSED   [goto comment]
      <9> DON'T KNOW   [goto comment]

>PS13<
Were you treated with fairness and courtesy by city personnel when you called about the problem?

        <1> YES
        <2> NO

        <8> REFUSED
        <9> DON'T KNOW

Now, I'd like to ask you some other background questions for statistical purposes. This is just so we can make sure that we properly represent the residents of Columbus.

>Dem1<
How many years have you lived in the City of Columbus?

 INTERVIEWER: ENTER 0 IF RESPONDENT LIVED FOR LESS THAN ONE YEAR

        <0-100># of years

        <888> REFUSED
        <999> DON'T KNOW

>Dem2<
How long have you lived at your present address?

 INTERVIEWER: ENTER 0 IF RESPONDENT LIVED FOR LESS THAN ONE YEAR

        <0-100># of years

        <888> REFUSED
        <999> DON'T KNOW

>Dem3<
Last week were you working full-time, part-time, going to school, keeping house, retired, or what?

                <1> WORKING FULL-TIME (35 HRS/WK OR MORE)
                <2> WORKING PART-TIME
                <3> WITH JOB BUT VACATION/SICK/ETC
                <4> UNEMPLOYED/LAID OFF
                <5> RETIRED
                <6> IN SCHOOL
                <7> KEEPING HOUSE
                <8> OTHER (SPECIFY)
                <9> REFUSED

>Dem4<
What is your current marital status?

        <1> MARRIED
        <2> COHABITATING/LIVING AS MARRIED/ETC
        <3> DIVORCED
        <4> SEPARATED
        <5> SINGLE/NEVER MARRIED
        <6> WIDOW/WIDOWER
        <8> REFUSED
        <9> DON'T KNOW

>Dem5<
Including yourself, how many adults, 18 years or older, live in your household most of
the year?

        # OF ADULTS IN HOUSEHOLD <1-15>

        <88> REFUSED
        <99> DON'T KNOW

>Dem6<
How many children, 17 years of age or younger, live in your household?

        <0> NONE   [goto Dem10]
        # OF CHILDREN IN HOUSEHOLD <1-15>

        <88> REFUSED   [goto Dem10]
        <99> DON'T KNOW   [goto Dem10]

>Dem7<
How many children are enrolled in the Columbus Public Schools?

        <0> NONE
        # OF CHILDREN IN CPS <1-15>

        <88> REFUSED
        <99> DON'T KNOW

>Dem10<
Are you of Hispanic or Latino origin, or is your family originally from a Spanish-speaking country?

    <1> Yes
    <2> No

    <8> REFUSED
    <9> DON'T KNOW

>Dem11<
And, what race or races do you consider yourself?

            1) ALASKAN NATIVE
            2) AMERICAN INDIAN/NATIVE AMERICAN
            3) ASIAN
            41) AFRICAN AMERICAN
            42) BLACK
            5) HISPANIC/LATINO/LATINA/CHICANO/CHICANA
            6) PACIFIC ISLANDER
            7) WHITE/CAUCASIAN
            0) OTHER (SPECIFY)
            88) REFUSED/DK

>Dem12<
What is the highest grade or year of school you have completed?

        <1> <2> <3> <4> <5> <6> <7> <8> ELEMENTARY SCHOOL
        <9> <10> <11> <12> HIGH SCHOOL
        <13> SOME COLLEGE
        <14> ASSOCIATES CERTIFICATE/2 YEAR PROGRAM
        <15> BACHELOR'S DEGREE
        <16> SOME GRADUATE SCHOOL
        <17> MASTER'S DEGREE
        <18> DOCTORATE/ADVANCED DEGREE
        <88> REFUSED
        <99> DON'T KNOW

>Dem13<
In what year were you born?

        <1880-1984>

        <8888> REFUSED

>Dem15<
Are you registered to vote in Franklin County?

        <1> YES
        <2> NO

        <8> REFUSED
        <9> DON'T KNOW

>Dem16a<
We want to make sure we represent people living in all areas of Columbus.
What street do you live on?

>Dem17a<
And, approximately what was your total household income from all sources, before taxes
for 2001?

OF TOTAL HOUSEHOLD INCOME <0-8888887> [goto Dem18]

        <r> REFUSED [goto Dem17b]
        <u> UNCERTAIN [goto Dem17b]

>Dem17b<
Well, then, would you please tell me if it was...

(CONTINUE ON LADDER UNTIL "NO")

                                                   <0> more than $10,000? NO
                                                   <1> more than $20,000? NO
                                                   <2> more than $30,000? NO
                                                   <3> more than $40,000? NO
                                                   <4> more than $50,000? NO
                                                   <5> more than $60,000? NO
                                                   <6> more than $75,000? NO
                                                   <7> more than $100,000? NO
                                                   <8> more than $150,000? NO
                                                   <9> MORE THAN $150,000? YES

         <88> REFUSED
         <99> UNCERTAIN

(Needed for weighting data.)
>Dem18<
How many different telephone numbers do you have in your home?

         # TELEPHONE NUMBERS IN HOME <1-20>

         <88> REFUSED